**Our Vision**

 Putting Patients first!

**Our values**

**We follow the principle of the NHS 6 C’s of Care for our values**

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| **Care:**  | We strive to provide a high level of care and helping patients on an individual basis - as well as improving the local community. | **Communication:** | We are committed to successful caring with listening being just as important, as what we say and do. Our staff will assess, report and record the support provided in their care. Staff will make sure that information is handled sensitively and confidentially.  |
| **Compassion**: | We will ensure patients are always involved in the decision-making process where their own care is concerned. We will ensure that we will always listen to feedback and views and act upon the information provided to continuously develop and improve the services we provide. | **Courage** | We will empower our staff to have courage, which will allow them to do the right things for our patients, by speaking up whenever concerns arise. Being able to embrace new ways of working within the practice. Supporting our staff in being accountable for the care they provide, the safety of our patients and having to make judgement calls that will affect others.  |
| **Competence:**  | Ensuring we are competent in care to enable us to understand an individual’s health and social requirements and have the expertise and clinical knowledge needed to deliver excellent care. | **Commitment** | Our commitment to patients is supporting our staff within their role and encouraging them to continuously develop their skills and knowledge, to provide an excellent service and the best possible care for all patients and incorporate them into their day to day duties. |